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008791 7590 08/30/2004

Fenwick + West LLP
Silicon Valley Center
801 California Street
Mountain View, CA 94041

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Daniel Brownstone	(Depositor's name)
<i>Daniel Brownstone</i>	(Signature)
November 30, 2004	(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/689,500	10/11/2000	Charles Graham	004737.P001	6211

TITLE OF INVENTION: SYSTEM AND METHOD FOR WEB CO-NAVIGATION WITH DYNAMIC CONTENT INCLUDING INCORPORATION OF BUSINESS RULE INTO WEB DOCUMENT

APPLN. TYPE	SMALL ENTITY	ISSUE FEE	PUBLICATION FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1330-685	\$0	\$1330-685	11/30/2004
EXAMINER	ART UNIT	CLASS-SUBCLASS		12/07/2004 SFELEKE2 00000114 192555	09689500
TRAN, PHILIP B	2155	709-205000		01 FC:2501 685.00 DA	
				02 FC:8001 30.00 DA	

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

- Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
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- (1) the names of up to 3 registered patent attorneys or agents OR, alternatively,
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1 Fenwick & West LLP

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3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

Kana Software, Inc.

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Menlo Park, CA

Please check the appropriate assignee category or categories (will not be printed on the patent): Individual Corporation or other private group entity Government

4a. The following fee(s) are enclosed:

- Issue Fee
 Publication Fee (No small entity discount permitted)
 Advance Order - # of Copies 10

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- a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27.
 b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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Authorized Signature D. R. Brownstone

Date November 30, 2004

Typed or printed name Daniel R. Brownstone

Registration No. 46,581

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